

GPO, as an information provider, is expanding its services in today's burgeoning information technology arena. GPO is preparing for future changes today in its operating environment to ensure a better tomorrow for its customers, employees, and other stakeholders. Managers and employees are facing new and challenging demands. New technology is arising. In the meanwhile, GPO continues to transform its operating environment dedicated to traditional print technologies to an integrated information-processing operation distinguished by the electronic creation, replication, and dissemination of information. New systems and procedures are being developed to fulfill our mission in an effective and economical manner. In FY 1997, significant new processes were initiated to include the following.

**OEIDS** led streamlining efforts on the **GPO Access** homepage and secondary Web pages to improve access to Federal Government information. They used feedback received through user surveys and in-depth focus group discussions with Federal depository librarians, Congressional staff, and the general public. The **GPO Access** User Support Team continued to serve as a vital link to the user community, responding to inquiries on a daily basis.

On December 11, 1996, Northrop Grumman Corporation was awarded a contract to procure and integrate hardware and software for GPO's Integrated Processing System (IPS). IPS is a fully integrated on-line real-time system for processing sales orders, inquiries, and complaints. It replaces some 18 batch-oriented mainframe applications. IPS employs state-of-the-art imaging to record mail orders, centralized automated customer and inventory files, and radio frequency technologies for warehouse picking. It resides on a dedicated International Business Machines (IBM) AS400 mini-computer. The goals of IPS are to provide world-class customer service and to reduce processing times from days or weeks to a day or less.

During the year, the **Documents Technical Support Group** and the **Documents Sales Service** were mainly involved with the implementation of IPS to support sales operations. Among the many implementation projects was the development of ways to convert current data bases to the new system as well as the develop-

ment of training teams to instruct employees in the new system. These training teams are developing written procedures and training manuals. Actual training of employees has already started as the new system is being put in place. These teams have also taken on the responsibility for developing the data formats, reason codes for a large number of processes, form letters and other output product design as well as developing the procedures for how employees are actually going to use the system. Another of the major make-ready projects was the standardization of 140,000 mail list addresses. All these addresses had to be modified to fit a standard format that the new system will accept.

**LPS's** electronic transition staff is responsible for identifying, assessing, and implementing information technology solutions for the transition of the FDLP to a more electronic program. Once developed, these solutions are to be integrated into line operations. Permanent public access will be provided under the authority of the GPO Electronic Information Access Enhancement Act of 1993 (Public Law 103-40), and planning for **GPO Access** storage will be done in the context of a GPO Collection Management Plan. In effect, GPO is building an FDLP Electronic Collection, which consists of remotely accessible agency electronic Government information products, core legislative and regulatory **GPO Access** products which will reside permanently on GPO servers, and other products either maintained by GPO or by other institutions with which GPO has established formal agreements.

The **Cataloging and Indexing Branch** received more than 34,000 pieces of work and processed more than 31,000 pieces. The Branch's computer workstations are now part of a Local Area Network environment and have network access to such useful tools as Library of Congress' "Cataloger's Desktop." Catalogers also now have workstation access to other Documents' systems and are now able to obtain specialized locally-produced information needed for cataloging records. There will be long-term operating benefits with this new networked environment. Major attention has also been devoted to Internet-related cataloging initiatives.

At the present time, the GPO Web site edition of the Monthly Catalog contains about 87,000 records that represent titles cataloged since 1994. Of these records, about 2,300 contain URL-related data. Most GPO Monthly Catalog Web site records with URLs provide hot-linked access to publications. Interest in services to provide continued electronic access to titles represented by Internet-related Monthly Catalog records has led to consideration of the use of Persistent Uniform Resource Locators (PURLs) in Monthly Catalog records to support such services. Such consideration includes testing current PURL software in GPO's environment for GPO applications and continued consultation with OCLC as it considers development of a basic link-checking function for potential integration with its freely available PURL resolver software. Once available, we anticipate using enhanced PURL resolver software as part of our cataloging and locator services.

Each issue of the CD-ROM edition of the Monthly Catalog now contains approximately 30,000 records cumulated since 1996 and includes the Periodicals Supplements for 1996 and 1997. This version of the Monthly Catalog has been enhanced by a new interface that makes the product more user friendly and by features that enable users to simultaneously search more databases than had been possible with the original software.

During FY 1997, the **Bibliographic Systems Branch** has been involved in the planning and preparations for the new IPS. The automation of sales record creation and maintenance has allowed the Branch staff to devote more time to data conversion, training and customer service. Internet and fax-on-demand have exposed the finding aids produced by the Branch to many more potential customers. This has led to an increase in research and reference requests from customers.

As of September 30, 1997, the Publications Reference File (PRF) contained 20,555 records. The on-line version of the PRF also contains approximately 3,000 records for publications sold through the **Congressional Sales Office**. Of this number, approximately 1,800 of these titles are in stock. The on-line version contains records for 250 products sold

through OEIDS, approximately 140 CD-ROMs, 70 diskettes, and 40 videotapes. The Internet version of the PRF is monitored daily and order buttons were added to individual publication records on the website. This system enhancement allows GPO customers to easily order sales products directly from the website. With the beginning of FY 1998, the PRF was renamed the Sales Product Catalog. This new name clarifies its distinction from the Internet version of the "Catalog of Government Publications", formally known as the "Monthly Catalog." The Sales Product Catalog website is generating numerous research requests from overseas.

The **Production Department** received approval in July 1997 from the JCP to procure computer-to-plate (CTP) equipment to replace some of the current labor-intensive plate making processes. CTP technology makes it possible to send PostScript text and image files directly to automated plate making devices. This technology eliminates the need for film negatives and the conventional processes of imposing the negatives and making offset plates over several years. GPO intends to implement CTP technology on its core printing jobs, such as the *Congressional Record*, *Federal Register*, *Code of Federal Regulations*, and patents-related publications. GPO expects to reduce the cost of such printing jobs. Printing industry averages estimate such cost reductions in the range of 20-35 percent of conventional processing costs. Compared to the traditional process, CTP imaging entails a fully electronic process and has many advantages in addition to eliminating film negatives and its resultant chemical waste disposal. This new technology promotes faster press makereadies, reduces paper waste on press, maximizes press "uptime," and addresses customer demands for faster prepress turnaround.

The JCP approved the procurement of a new state-of-the-art automated passport line for the **Binding Division**. Due to this new line, the State Department will be assured of continued service from the GPO. The present passport line runs a mix of 24-page and 48-page Military, Official, Diplomatic, Foreign Service, and Visa pages. This workload mix will allow the new line to be used to produce the State Department's Travel Document Issuance System books. GPO's

bindery has had to work excessive overtime to maintain a reserve of books needed to meet daily requirements. The new passport equipment will eliminate the overtime requirement, will increase product quality and quantity, and will ensure timely delivery..

Extensive work has begun by the **Electronic Systems Development Division** in replacing existing local area networks throughout GPO with a Windows New Technology (NT) network operating system. This consolidation of networking environment will not only enhance employee communication and operating efficiencies, but also will allow greater access to external parties through the Internet. At the end of FY 1997, approximately 1,000 users were operating

under Windows NT with an expected 1,500 new users being added in 1998.

The **System Support Section**, within the Printing Procurement Department, installed a microcomputer-based Local Area Network/Wide Area Network automation system in two sections of the Term Contracts Division. Computers were also installed in the **Seattle** and **Los Angeles** Regional Printing Procurement Offices, the **San Diego** Satellite Office, the **Transportation Management and Scheduling Sections**, the **Contract Management Division**, and the **Procurement Analysis and Review Staff**. The Section further coordinated efforts with the Production Department to have specifications broadcast on the Internet for the San Diego and Los Angeles offices.